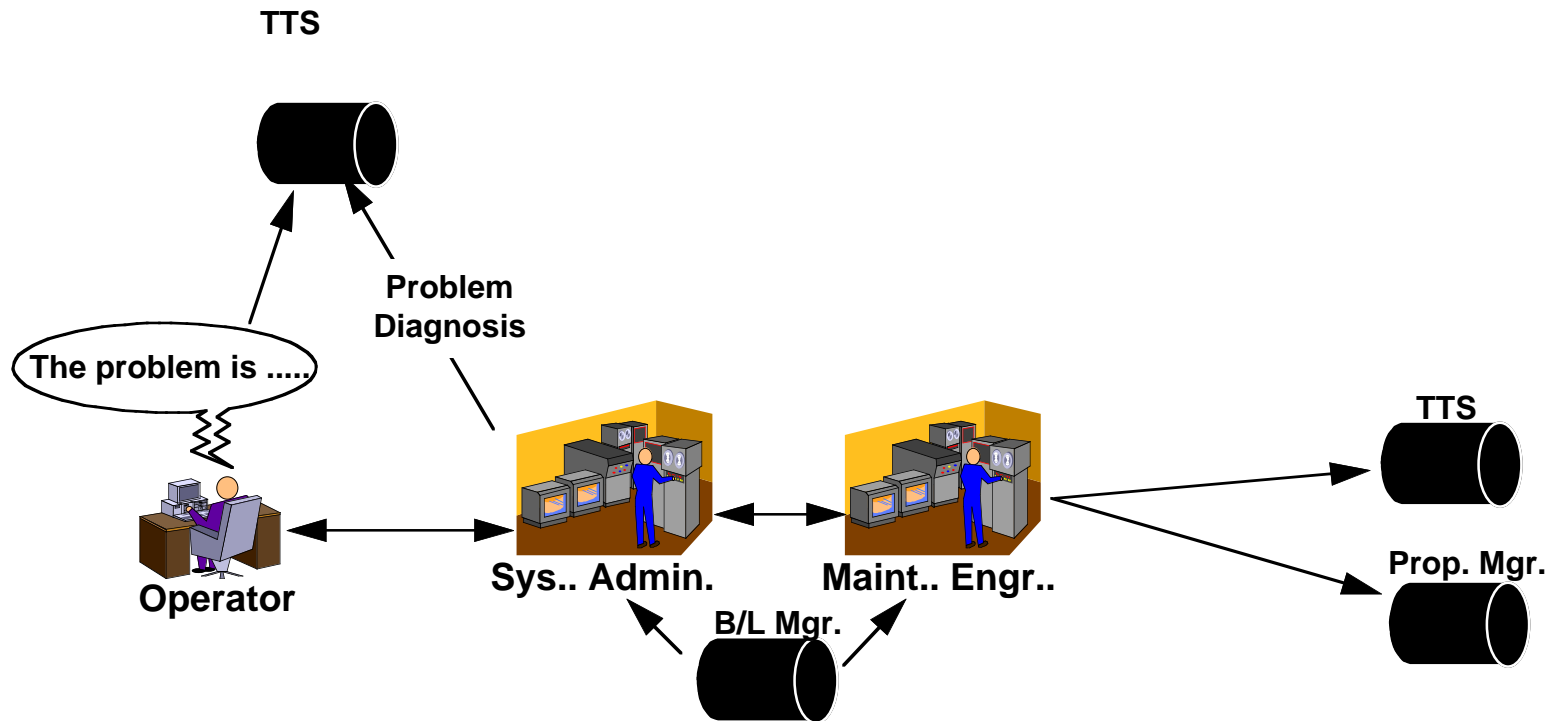


# COTS HW Problem Scenario



# COTS HW Problem Scenario

(Subsystem Involved: MSS)

Operator/User	System
<b>Normal Scenario:</b>	
Operator workstation crashes, reports problem to Sys. Admin.	
Sys. Admin. diagnoses, isolates, and identifies problem as system board failure, logs Trouble Ticket, sends to Maint. Engr. --- may access B/L Mgr. to assess system configuration to assist in diagnosis/isolation	Records Trouble Ticket
Maint. Engr. receives Trouble Ticket and retrieves workstation configuration, runs diagnostics, confirms system board failure, calls HW maint. vendor. Records time called into Trouble Ticket	Trouble Ticket updated with diagnosis and time vendor called
HW maint. vendor arrives, replaces system board with board of same type and version, tests system, reports problem resolved to Maint. Engr. with serial number of new board.	
Maint. Engr. enters maintenance action into Trouble Ticket, closes Trouble Ticket, reports replacement system board serial number into Prop. Mgr.	Maintenance action , vendor arrival and departure time recorded, Trouble Ticket closed. Prop. Mgr. updated with new system board serial number